-	10	telephone same (facsimile or fax) same web same chat	USPAT;	2003/12/22 07:46
		same wireless same (email or (electronic adj mail) or e-mail)	US-PGPUB; EPO; JPO;	
			DERWENT; IBM_TDB	
-	9	(telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 07:48
		@pd<=20000113	EPO; JPO;	
			DERWENT; IBM_TDB	
-	3	((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 07:48
		@pd<=20000113) and (digital same signal same processor)	EPO; JPO;	
			DERWENT; IBM_TDB	
-	8	((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 07:48
		@pd<=20000113) AND VOICE	EPO; JPO; DERWENT;	
			IBM_TDB	
-	3	(((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 08:46
		<pre>@pd<=20000113) and (digital same signal same processor)) and voice</pre>	EPO; JPO; DERWENT;	
			IBM_TDB	2003/12/22 08:37
-	0	(((telephone and (facsimile or fax) and (web adj form\$1) and chat and wireless and (email or (electronic adj mail) or	USPAT; US-PGPUB;	2003/12/22 08.37
		e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice	EPO; JPO; DERWENT;	
	1	(((telephone and (facsimile or fax) and (web adj form\$1)	IBM_TDB USPAT;	2003/12/22 08:37
-	1	and chat and wireless and (email or (electronic adj mail) or	US-PGPUB;	2000, 12, 22 00:07
		e-mail))) and (digital same signal same processor)) and voice	EPO; JPO; DERWENT;	
_	3	(((telephone and (facsimile or fax) and web and chat and	IBM_TDB USPAT;	2003/12/22 08:47
		wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same	US-PGPUB; EPO; JPO;	
		processor)) and voice and contact	DERWENT; IBM_TDB	
-	3	((((telephone and (facsimile or fax) and web and chat and	USPAT;	2003/12/22 08:47
		wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same	US-PGPUB; EPO; JPO;	
		processor)) and voice and contact) and feedback	DERWENT; IBM_TDB	
-	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 09:56
		@pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and analy\$3	DERWENT; IBM_TDB	:
-	3	(((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 09:57
		@pd<=20000113) and (digital same signal same	EPO; JPO; DERWENT;	
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)	IBM_TDB	2002/42/22 46 00
-	3	((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 10:00
		@pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and	EPO; JPO; DERWENT;	:
		analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)	IBM_TDB	

•	3	(((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail)) and	USPAT; US-PGPUB;	2003/12/22 10:07
		<pre>@pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and</pre>	EPO; JPO; DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)	IBM_TDB	
_	0	(((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:08
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	, .
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and	DERWENT; IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	1011_100	
		(natural same language)		
•	3	(((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:08
		and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same	US-PGPUB; EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and center	LICDAT	2002/12/22 10:00
•	0	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB;	2003/12/22 10:09
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	Э
		(categor\$5 same voice)) and (offline or off-line)) and (knowledge same base)		
_	3	(((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:09
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	t.
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and	DERWENT; IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	1511_150	
		(send\$3)		
-	3	(((((((telephone and (facsimile or fax) and web and chat	USPAT; US-PGPUB;	2003/12/22 10:10
		and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
· ·		(categor\$5 same voice)) and (offline or off-line)) and		
	0	receiv\$3 (((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:10
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	, ,
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and	DERWENT; IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	1011_100	
		morpholog\$4		
-	3	((((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:11
		and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same	US-PGPUB; EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
_	3	identify (((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:11
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and	DERWENT; IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	1001_100	
		concept\$1	<u> </u>	

-	3	((((((((telephone and (facsimile or fax) and web and chat and wireless and (email or (electronic adj mail) or e-mail))	USPAT; US-PGPUB;	2003/12/22 10:12
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	_	
		accura\$2		
-	3	(((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:13
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
		accura\$2 and center and send\$3 and receiv\$3 and identify		
	_	and concept\$1	LICDAT.	2002/12/22 10:12
-	3	((((((((((((((((((((((((((((((((((((((USPAT;	2003/12/22 10:13
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB; EPO; JPO;	
		and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and	10.1_100	
		accura\$2 and center and send\$3 and receiv\$3 and identify		
		and concept\$1) and learn\$3		
-	3	((((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:13
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
		accura\$2 and center and send\$3 and receiv\$3 and identify		
	0	and concept\$1) and learn\$3) and modif\$3 ((((((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:13
-		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	2003/12/22 10:13
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
		accura\$2 and center and send\$3 and receiv\$3 and identify		
		and concept\$1) and learn\$3) and modif\$3) and semantic\$2		
-	0	((((((((((((((((((((((((((((((((((((USPAT;	2003/12/22 10:14
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and	IBM_TDB	
		accura\$2 and center and send\$3 and receiv\$3 and identify		
		and concept\$1) and learn\$3) and modif\$3) and lex\$4		
-	3	((((((((((((((((((((((((((((((((((((((USPAT;	2003/12/22 10:18
		and wireless and (email or (electronic adj mail) or e-mail))	US-PGPUB;	
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
		accura\$2 and center and send\$3 and receiv\$3 and identify		
	_	and concept\$1) and learn\$3) and modif\$3) and adapt\$3	LICDAT	2003/12/22 10:19
-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB;	2003/12/22 10:18
		and @pd<=20000113) and (digital same signal same	EPO; JPO;	
		processor)) and voice and contact) and feedback) and	DERWENT;	
		analy\$3 and config\$5 and (model\$3 same engine)) and	IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and		
		accura\$2 and center and send\$3 and receiv\$3 and identify		
		and concept\$1) and learn\$3) and modif\$3) and \$2active	<u> </u>	
4 111 1	1010011	33 9:24:11 PM Page 10		

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-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB; EPO; JPO;	2003/12/22 10:18
		processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and	DERWENT; IBM_TDB	
-	3	accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 ((((((((((telephone and (facsimile or fax) and web and chat	USPAT;	2003/12/22 10:19
		and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	
		(categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active		
-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:45
		and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3		
-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:46
-	3	and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text (((((((((((((((((((((((((((((((((((USPAT;	2003/12/22 10:47
		chat and wireless and (email or (electronic adj mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and	US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	
		accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and text-bas\$2		
-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:50
		accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time		
-	3	((((((((((((((((((((((((((((((((((((((USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/22 10:50
		accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and		
		text-bas\$2	L	L

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chait and wireless and (email or (electronic adj mail) or e-mail)) and @pdc=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and leam\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual 0 (((((((((((((((((((((((((((((((((((•		
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e-mailly) and @pd<=2000113) and (digital same signal same processors) and voice and contacty) and feedback) and (categor\$5 same voice)) and (model\$3 same engine)) and (actegor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual 0 (((((((((((((((((((((((((((((((((((chat and wireless and (email or (electronic adi mail) or	US-PGPUB:	
same processori) and voice and contact) and feedback) and analys3 and configs5 and (models3 same enjone) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual ((((((((((((((((((((((((((e)lephone and (facsimile or fax) and web and chat and wireless and (email or (electronic ad) mail) or e-mail)) and @pd<=20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (model\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and learn\$3) and modif\$3) and predict\$3 and expactive) and respon\$3 and text) and real-time and text-bas\$2) and actual same predict\$3 and eral-time and text-bas\$2) and actual same predict\$3 and (adapt\$3 same knowledge same base) 1 (S989525, 5867945, 58795, 5872850, 5905866, 5982891, 5878838, 5371807, "5765033"),pn.) and modif\$3 and (adapt\$3 same knowledge same base) 1 (USPAT 2003/12/22 13:47 2003/12/22 18:23 2003/12/22 18:23 2003/12/22 18:23 2003/12/22 18:23 2003/12/22 18:24 2003/12/22 18:24 2003/12/22 18:24 2003/12/22 18:25 2003/12/22 18:25 2003/12/23 11:16 2003/12/23 11:16 2003/12/23 11:16 2003/12/23 11:16 2003/12/23 11:16 2003/12/23 11:16 2003/12/23			e-mail\) and @nd<=20000113\ and (digital same signal		
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(categors's Same viole)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and leam\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and web and text-bas\$2) and actual or (electronic adj mail) or e-mail)) and @pdc = 20000113) and (digital same signal same processor)) and voice and contact) and feedback) and analy\$3 and config\$5 and (modei\$3 same engine)) and (categor\$5 same voice)) and (offline or off-line)) and accura\$2 and center and send\$3 and receiv\$3 and identify and concept\$1) and leam\$3) and modif\$3) and predict\$3 and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual same predict\$3 ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5873805, 5371807, "5765033"),pn.) and modif\$3 and (adapt\$3 same knowledge same base) 1 US-PAT 2003/12/22 13:41 1 US-PAT 2003/12/22 13:41 1 ((5999525, 5867494, 5867495, 5872850, 5905866, 592891, 5973860, and receiv\$3 and (natural same language) and morpholog\$4 and identify and concept\$1 and accura\$2 and leam\$3 ((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5973805, 5371807, "5765033"),pn.) and modif\$3 and (natural same language) and morpholog\$4 and identify and semantic and lexical and adapt\$3 and accura\$2 and \$2active and predict\$3 and receiv\$3 and (retural same language) and morpholog\$4 and identify and semantic and lexical and adapt\$3 and accura\$2 and \$2active and predict\$3 and respon\$3 and voice and real adj time and accural same data same model same format) 2 ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385"),pn. and (universal same datas same model) 3 ((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385"),pn. and (universal same data) same data same model) 4 (5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385"),pn. and (universal same data) predict\$3 same respon\$3 and 706/50 (predict\$3 same respon\$3) and 706/50 (predict\$3 same respon\$3) and					
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and \$2active) and respon\$3 and text) and real-time and text-bas\$2) and actual ((((((((((((((((((((((((((((((((((((
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-	3	config\$5 ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:33
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-	2	model\$3 ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:40
		5371807, 5687384, 5761631, 5765033, "5878385").pn.) and engine	LICDAT	2002/42/24 46:27
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-	0	(model\$3 adj engine) ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:37
	8	5371807, 5687384, 5761631, 5765033, "5878385").pn.) and (model\$3 same engine) ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:37
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-	1	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and	USPAT	2003/12/21 16:40
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-	0	((5068789, 5099425, 5101349, 5251131, 5321608, 5371807, 5687384, 5761631, 5765033, "5878385").pn.) and	USPAT	2003/12/21 16:41
-	2	adaptive ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:42
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-	3	(contact adj center) ((5068789, 5099425, 5101349, 5251131, 5321608,	USPAT	2003/12/21 16:42
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42 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 18 2003/12/21 19 2003/1	_	47	telephone and facsimile and web and chat and wireless	USPAT	2003/12/22 07:44
and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and model\$3 (telephone and facsimile and web and chat and wireless) and (model\$3 same engine) 1 (telephone and facsimile and web and chat and wireless) and config\$5 1 (telephone and facsimile and web and chat and wireless) and config\$5 1 (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and feedback (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and feedback (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 1 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 1 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 2003/12/21 19	-		(telephone and facsimile and web and chat and wireless)	USPAT	2003/12/21 19:20
and model\$3 (telephone and facsimile and web and chat and wireless) and (model\$3 same engine) 1 (telephone and facsimile and web and chat and wireless) and config\$5 (telephone and facsimile and web and chat and wireless) and config\$5 (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and feedback (telephone and facsimile and web and chat and wireless) and contact (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033"),pn. 220 telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 18 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 18 ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19	-	18	and (email or (electronic adj mail) or e-mail)) and fax		2003/12/21 19:21
and (model\$3 same engine) (telephone and facsimile and web and chat and wireless) and config\$5 (telephone and facsimile and web and chat and wireless) and analy\$3 (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and feedback (telephone and facsimile and web and chat and wireless) and (contact (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and facsimile and web and chat and wireless) The property of the p	-	26			2003/12/21 18:45
and config\$5 (telephone and facsimile and web and chat and wireless) and analy\$3 1 (telephone and facsimile and web and chat and wireless) and (knowledge same base) 11 (telephone and facsimile and web and chat and wireless) and feedback 12 (telephone and facsimile and web and chat and wireless) and feedback 13 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 14 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 15 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 16 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 17 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 18 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) and (email or (electronic adj mail) or e-mail) and (email or (electronic adj mail) or e-mail)	-	6		USPAT	2003/12/21 18:46
and analy\$3 (telephone and facsimile and web and chat and wireless) and (knowledge same base) 11 (telephone and facsimile and web and chat and wireless) and feedback 33 (telephone and facsimile and web and chat and wireless) and contact (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 4 (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 4 ((telephone and facsimile and web and chat and wireless) 5878385, 5371807, "5765033").pn. 42 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 42 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 42 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 43 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 44 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 45 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 46 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 47 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 48 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 49 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 40 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)	-	30	and config\$5		2003/12/21 19:20
1 (telephone and facsimile and web and chat and wireless) and (knowledge same base) (telephone and facsimile and web and chat and wireless) and feedback (telephone and facsimile and web and chat and wireless) and contact ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn. 220 telephone and facsimile and web and chat and wireless (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19	-	21		USPAT	2003/12/21 18:47
and feedback (telephone and facsimile and web and chat and wireless) and contact (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn. telephone and facsimile and web and chat and wireless - 220 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19	-	1	and (knowledge same base)	USPAT	2003/12/21 18:48
and contact (((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn. telephone and facsimile and web and chat and wireless (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19 2003/12/21 19	-	11		USPAT	2003/12/21 18:48
and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and feedback and contact (5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn. 220 telephone and facsimile and web and chat and wireless (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)	-	33		USPAT	2003/12/21 18:48
5878385, 5371807, "5765033").pn. telephone and facsimile and web and chat and wireless USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT 18 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT USPAT USPAT; USPA	-	4	and (email or (electronic adj mail) or e-mail)) and fax) and (model\$3 same engine) and config\$5 and analy\$3 and	USPAT	2003/12/21 19:03
telephone and facsimile and web and chat and wireless USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB USPAT (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT USPAT USPAT USPAT; USP	-	9		USPAT	2003/12/21 19:23
and (email or (electronic adj mail) or e-mail) ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT USPAT; USPAT; USPAT; USPAT; USPAT; USPAT; USPGPUB; EPO; JPO;	-	220	telephone and facsimile and web and chat and wireless	US-PGPUB; EPO; JPO; DERWENT;	2003/12/21 19:20
- 18 ((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax - 206 (telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail) USPAT; USPAT; USPAT; US-PGPUB; EPO; JPO;	-	42		USPAT	2003/12/21 19:22
- 206 (telephone and facsimile and web and chat and wireless) USPAT; US-PGPUB; and (email or (electronic adj mail) or e-mail) USPGPUB; EPO; JPO;	-	18	((telephone and facsimile and web and chat and wireless)	USPAT	2003/12/21 19:22
IBM_TDB '	-	206	(telephone and facsimile and web and chat and wireless)	US-PGPUB; EPO; JPO; DERWENT;	2003/12/21 19:22

-	96	((telephone and facsimile and web and chat and wireless) and (email or (electronic adj mail) or e-mail)) and fax	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:22
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (test adj communication\$1)	USPAT	2003/12/21 19:23
-	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text adj communication\$1)	USPAT	2003/12/21 19:33
-	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (text same communication\$1)	USPAT	2003/12/21 19:24
-	8	((599525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text	USPAT	2003/12/21 19:24
-	341	receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:28
-	17201	config\$5 and center and contact and send\$3 and receiv\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:29
-	182	(receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:29
-	110	((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3	USPAT	2003/12/21 19:31
-	148	((receiv\$3 and send\$3 and feedback and (knowledge same base) and analy\$3 and engine and model\$3 and center) and (config\$5 and center and contact and send\$3 and receiv\$3)) and predict\$3 and respon\$3	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/12/21 19:31
-	3	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (natural same language)	USPAT	2003/12/21 19:34
-	2	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and morpholog\$4	USPAT	2003/12/21 19:36
-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and ident\$9	USPAT	2003/12/21 19:37
-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and identify	USPAT	2003/12/21 19:37
-	6	1	USPAT	2003/12/21 19:42
•	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and semantic	USPAT	2003/12/21 19:39
-	1		USPAT	2003/12/21 19:39
-	7	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and adapt\$3	USPAT	2003/12/21 19:42
-	1	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and (adapt\$3 same knowledge same base)	USPAT	2003/12/21 19:43

•	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and accura\$2	USPAT	2003/12/21 19:43
-	0	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and	USPAT	2003/12/21 19:44
		(accura\$2 adj gauge)		
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active	USPAT	2003/12/21 20:01
-	6	(((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active)	USPAT	2003/12/21 19:49
		and (((5999525, 5867494, 5867495, 5872850, 5905866,		
		5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)		
-	5	((((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and \$2active)	USPAT	2003/12/21 19:58
		and (((5999525, 5867494, 5867495, 5872850, 5905866,		
		5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850,		
		5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1)		
	0	(((((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 19:58
		5982891, 5878385, 5371807, "5765033").pn.) and \$2active) and (((5999525, 5867494, 5867495, 5872850, 5905866,		
		5982891, 5878385, 5371807, "5765033").pn.) and accura\$2)) and (((5999525, 5867494, 5867495, 5872850,		
	:	5905866, 5982891, 5878385, 5371807, "5765033").pn.) and concept\$1)) and (\$2active same accura\$2)		
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and predict\$3	USPAT	2003/12/21 20:02
-	8	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:03
-	0	5982891, 5878385, 5371807, "5765033").pn.) and respon\$3 ((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:04
		5982891, 5878385, 5371807, "5765033").pn.) and (predict same respon\$3)		
-	6	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:04
-	4	5982891, 5878385, 5371807, "5765033").pn.) and voice ((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:07
		5982891, 5878385, 5371807, "5765033").pn.) and (digital same signal same process\$3)		
-	3	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and dsp	USPAT	2003/12/21 20:05
-	0	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:13
		5982891, 5878385, 5371807, "5765033").pn.) and acoustic\$2		
-	6	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and sound	USPAT	2003/12/21 20:07
-	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and	USPAT	2003/12/21 20:28
		(categor\$5 same voice)	LICDAT	2002/12/21 20:14
-	8	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and text	USPAT	2003/12/21 20:14
-	4	((5999525, 5867494, 5867495, 5872850, 5905866, 5982891, 5878385, 5371807, "5765033").pn.) and	USPAT	2003/12/21 20:14
	6	text-based ((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:21
		5982891, 5878385, 5371807, "5765033").pn.) and (real adj	JOSEAN	2005/12/21 20.21
	7	time) ((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:21
		5982891, 5878385, 5371807, "5765033").pn.) and compar\$3		
-	0	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:22
		5982891, 5878385, 5371807, "5765033").pn.) and (compar\$3 same (real adj time) same predict\$3)	_	

•	0	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:22
1		5982891, 5878385, 5371807, "5765033").pn.) and		
1		(compar\$3 same (real adj time))		
-	0	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:23
		5982891, 5878385, 5371807, "5765033").pn.) and		
		(compar\$4 same (real adj time) same predict\$3)		
_	7	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:27
	Í	5982891, 5878385, 5371807, "5765033").pn.) and actual	00.7	2000, 22, 22 25.21
_	1	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:25
	-	5982891, 5878385, 5371807, "5765033").pn.) and (actual	00.71	2000, 22, 22 20:20
		same predict\$3)		
_	0	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:23
1	· ·	5982891, 5878385, 5371807, "5765033").pn.) and (actual	03/ 7/	2003/12/21 20.23
		same predict\$3 same respon\$3)		
	4	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:24
-	7	((333323, 3667434, 3667433, 3672630, 3303660, 5982891, 5878385, 5371807, "5765033").pn.) and (offline	USPAT	2003/12/21 20.24
		or off-line)	LICDAT	2003/12/21 20:37
-	1	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:37
		5982891, 5878385, 5371807, "5765033").pn.) and metadata	LICOAT	2002/42/24 20:20
-	2	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:30
		5982891, 5878385, 5371807, "5765033").pn.) and		•
	_	(structured same information)		2002/42/24 20 24
-	6	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:31
		5982891, 5878385, 5371807, "5765033").pn.) and learn\$3		
-	6	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/21 20:31
		5982891, 5878385, 5371807, "5765033").pn.) and updat\$4	_	
-	8	((5999525, 5867494, 5867495, 5872850, 5905866,	USPAT	2003/12/22 16:35
		5982891, 5878385, 5371807, "5765033").pn.) and modif\$3		
-	1453	metadata	USPAT	2003/12/21 20:37
-	0	metadata67 and (natural same language)	USPAT	2003/12/21 20:37
-	125	metadata and (natural same language)	USPAT	2003/12/23 11:14
-	99	(metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 20:45
		same information)		
-	22	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:02
		same information)) and (digital same signal same		
		process\$3)		
-	0	(5068789, 5099425, 5101349, 5251131, 5321608, 5371807,	USPAT	2003/12/21 20:49
		5687384, 5761631, 5765033, "5878385").pn. and metadata		
-	7	(((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 20:59
		same information)) and (digital same signal same	1	
		process\$3)) and (offline or off-line)		
-	19	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:04
		same information)) and (categor\$5 same voice)		
-	1	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:04
	[same information)) and telephone and facsimile and web		, ,
		and chat and wireless and (email or (electronic adj mail) or		
		e-mail) and fax		
_	1	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:05
	_	same information)) and telephone and facsimile and web		, ,
		and chat and wireless and (email or (electronic adj mail) or		
		e-mail)		
_	1	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:05
	•	same information)) and telephone and facsimile and web		
		and chat and wireless		
-	36	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:05
	30	same information)) and contact		
1.	27	((metadata and (natural same language)) and (structur\$2	USPAT	2003/12/21 21:05
		same information)) and feedback	33.7.1	2303,12,2121.03
l ₋	382	telephone and (facsimile or fax) and web and chat and	USPAT;	2003/12/22 07:45
	302	wireless and (email or (electronic adj mail) or e-mail)	US-PGPUB;	2003/12/22 07:43
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